MARYLAND Health Care Commission

Did you know you have the right to file a formal complaint if you are unsatisfied with the care or treatment you receive? Complaints are handled by different organizations within the state. Here is a handy guide to get you started.

> **The Maryland Health Care Commission does NOT handle complaint requests but we can point you in the right direction!**

Facilities, Organizations, and Programs – If you would like to make a complaint against a facility, organization, or program, you can contact the **Office of Health Care Quality (OHCQ)** within the Maryland Department of Health.   OHCQ handles complaints for the following:

- Adult Medical Day Care
- Ambulatory Surgical Center
- Assisted Living Program
- Clinical Laboratory
- Developmental Disabilities
- Dialysis Center
- Home Health Agency
- Hospice
- Hospital
- Nursing Home
- Residential Service Agency
- Other

More information about filing a complaint is available on the OHCQ **website**.

The link to submit an online complaint is **here**.

Doctors – If you would like to make a complaint against a doctor, you can contact the **Maryland Board of Physicians**.

Nursing Home Administrators – If you would like to make a complaint against a nursing home administrator, you can contact the **Board of Examiners of Nursing Home Administrators**.

Nurses – If you would like to make a complaint against a nurse, you can contact the **Maryland Board of Nursing**.

Insurance – If you would like to make a complaint about your health insurance, you can contact the **Maryland Insurance Administration**.

Patient Billing – If you would like to make a complaint about a health care billing issue, you can contact the **Maryland Attorney General**.

The complaint process may differ for each organization. Be sure to review the websites above before you make a complaint so that you know what to expect.

> Click **here** to review our **Patient Bill of Rights** resource